

*County of Los Angeles – Department of Mental Health
SA 4 Program Administration*

**Service Area 4
Child & Adult
Integrated Quality Improvement Committee**

*May 17, 2016
10:30am - Noon*

***St. Anne's Maternity Home
155 N. Occidental Blvd., Classroom
Los Angeles, CA. 90026
Phone #(213) 381-2931***

❧ Agenda ❧

- ❖ Introductions & Minutes review 10:30 – 10:40am
- ❖ Announcements 10:40 – 10:45am
- **LACDMH QI Updates** 10:45 – 11:40am
 - ▶ Tonia Amos Jones: QI Plan & Test Calls
 - ▶ OMD Report
 - ▶ Cultural Competency Updates
 - ▶ Policy Updates
 - ▶ EQRO Review Update
 - ▶ MHSIP May 2016
 - ▶ Patients' Rights Office
- **LACDMH QA Updates** 11:40 – Noon
 - ▶ Upcoming Audits: Vista Del Mar 5/3, McKinley Children's Center 5/24
 - ▶ Medi-Cal Certification Section: Continuing Care Reform
 - ▶ QA Training Schedule
 - ▶ IBHIS: Practitioner Maintenance (discipline) and Meaningful Use (DO)
 - ▶ Excluded Diagnosis Discussion
- **Miscellaneous**
 - ▶ Comments? Questions?
- ❖ Next meeting on June 21, 2016

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)		Date:	May 17, 2016
Place:	St. Anne's Maternity Home 155 N. Occidental Blvd., Los Angeles, CA. 90026		Start Time:	10:30am
Chair & Co-Chair:	Chair Dr. Kary To, LACDMH; Co-Chair –Christina Kubojiri, Children's Institute Inc.		Adjournment:	12:00pm
Members Present:	<ul style="list-style-type: none"> Misty Aronoff Kanisha McReynolds Donetta Jackson Tonia Amos Jones Silvia Yan Lizbeth Pereyra Lizette Hayman Francisca Ramos Nahara Martinez Regina Esparza Alma Bretado Ursula Monteroso Leslie Shrager Diego R Ramirez Claudia Fierro Priscilla Ortega Kary To Sara Mcswryn Naomi Arellano Sara Schreiber Jennifer Wong Michael Olsen Jeanette Aguilar Charlotte Bautista Phil Wong Judy Cardona Laura Jimenez James Pelk Grace Park Jonathan Kang Gwen Lo Maria Olague Paul Schmitt Kristin Howard Marietta Watson Lisa Harvey Cristina Sandoval Weili Lin Erica Melbourne Carmen Chacon Kathy Saucedo Reza Khosrowabadi Michelle Moore Jennifer Alquiay Malcolm Clayton Janelle Dent Erica Lara L. Guzmansoydan 			
Members Absent:	<ul style="list-style-type: none"> Children's Hospital of Los Angeles Dignity Health Eisner Pediatric & Family Medical Center Filipino-American Services Groups, Inc. Health Research Association USC Satellite Hollywood Mental Health Center Jewish Family Services of LA JWCH Institute Los Angeles Gay and Lesbian Center Mental Health America Northeast Mental Health Center Optimist Youth Homes & Family Services Saban Free Clinic SRMT Travelers Aid Society of LA 			
Introductions:	Members present introduced themselves.			
Minutes Approval:				
Announcements:	<ul style="list-style-type: none"> Pre-printed surveys are still available for pick-up at K To's office for: Vista Del Mar, Children's Hospital, Step Up Hollywood, Starview, Exodus, Heritage, Telecare, LA USC, LAMP Community, Hollywood 			

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QI Updates</p> <p>Tonia Amos Jones</p>	<p>QUALITY IMPROVEMENT UPDATES</p> <ul style="list-style-type: none"> QI Work Plan 2016 was provided and reviewed. Item V was missing from handout so f/u email will be sent with item V included. Selected goals are I.4, II.4, IV.3 Test Calls were discussed and volunteers obtained for SA4 June test calls to be made: 5 daytime/5 after hours calls (2 crisis scenarios, 5 eng, 5 threshold language). Volunteer agencies: Dignity Health, CHCADA, Telecare, IMCES, Children's Bureau, Children's Institute Inc, and El Centro Del Pueblo OMD updates: <ul style="list-style-type: none"> There is a health care integration emphasis <ul style="list-style-type: none"> D/O only – General Medicine E-Consult DHS sponsored e-platform for physical evaluations/consult is being created Doctors would consult across e-platform with cits regarding common health issues For cit's without primary care – indigent clients only with chronic common medical issues (diabetes, hypertension, obesity, etc) Voluntary platform with no pressure to use it – Doctors are somewhat anxious about this platform There will be a scheduled roll out <ul style="list-style-type: none"> More for physical conditions right now due to time constraint. Some things can be assessed with no face-to-face <ul style="list-style-type: none"> Ex: client with history of diabetes needing med refill For use with clients who have chronic conditions not needing urgent care. This avoids the wait period for seeing doctors which can take months for an appt Only 200 doctors for all of DHS Still a question regarding how doctors would bill (through assessments?) 	<p>5/17/16 Christina – emailed members the requested CC training plan again that includes the list of CC trainings provided by DMH. Also included the link to the QI work plan/test call information on http://psbqi.dmh.lacounty.gov</p> <p>Included link where to find the sign-up page for DMH trainings.</p> <p>5/31/16 Christina – emailed volunteer agencies a reminder about the June Test Calls</p>	

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Christina Kubojiri

- **Cultural Competency:**

- Cultural competency organization assessment:

- Survey tool for workforce
- Would aid assess system's current level of knowledge of cultural competency strategies
 - Gaps, strengths etc

- LA County is not in compliance with CC requirements

- A CC consultant is going to be hired
- DO only – A 3 hour foundational cultural competency web based training will be created, but will not be open to contract providers. The foundational training will be mandatory for D/O staff.
- Contract agencies and DO will need to comply with CC training requirement, but contract agency staff can either do foundational training OR any other CC related sub-topic relevant to their role.
- Trainings to be tracked by staff's employee number and role
- Annual CC training requirement can go off of regular annual year or FY.
- Recommended all staff attend a DMH CC training to satisfy the requirement to make tracking of the annual CC requirement easier on management, but does not have to be a DMH training.

- 15th Mental Health and Spirituality Conference, May 26, 2016

- DMH CC members are presenting: "Beyond the Horizon"
- Cultural competency meeting schedule is provided. You can also conference call in to participate if unable to physically attend.

- **Policy Updates:**

- 10 policies in progress
- 5 with executive office
- 4 returned (nondiscrimination beneficiaries & Access to care) – coming out soon
- Reviewed Policy 16-04 – updates to Organization Provider's Manual
 - Next revision will be to specify scope of practice elements and incorporate the Guide to Procedure Codes.

- **EGRO:**

- Positive workgroup meetings held, but it feels like there was not enough time to truly discuss all areas of LA County services and issues.

5/24/16 Christina – emailed members the CC Plan Requirements CR 5 Training that was provided by DMH

5/25/16 Christina – emailed members the contact person if interested in June 3rd Understanding Documentation Training with Dr. Susan Cozolina per DMH

Christina Kubojiri

- o Attendees found there is a lack of understanding between D/O and contractor's implementation and work flow barriers
- o It'd be nice to standardize the mental health industry pay scale as it ultimately effects a lot of the industry down to client services
- o Highlighted the positive high attendance at CC meetings.
- o New PIP areas will need to be identified as VANS is implemented and CSECY has been rolled out. Draft report to come out in 60 days.
- o Recommended EQRO reviews be moved to September instead of April since too many other deadlines fall in same month. State will approve this for next year, but we can't go a year without an EQRO review. This September 2016, a review will be conducted again. Most likely SA 2 & 5, but this could vary. In 2017 there will only be an EQRO review in September and moving forward.
- The survey question regarding whether clients were aware of an FSP after hours number was re-administered.
 - o 430 participants receiving FSP were given the questions
 - o 40% still said they were unaware of an after-hours number. Those providers were made aware in order to follow up on processes in place within program.
- No Change of Provider summary this month as the quarterly report was due to come out at the end of last week
- The Quality Improvement LACDMH Website was provided to members: <http://psdq.dmh.lacounty.gov>
 - o Access to the department's Quality Improvement Work plan Goals, Evaluation reports, Test call Data, State and County Performance Outcomes

QUALITY ASSURANCE UPDATES

- **Upcoming Audits:** Vista Del Mar 5/3; McKinley Children's Center 5/24
- **Medi-Cal Certification Section** –Continuing Care Reform
 - o Impacts all service areas. Jan 2017 – starts group homes
 - o Impacting certifications (FFA's & group homes short term care – such as residential and treatment centers, For ex: Short term crisis)
 - o Workgroups are in effect now. No outcomes yet to report.
 - o Not sure of changes with license for Social Services or the State, but MH Specialty will stay the same
 - o Questions still on-going regarding whether this will claim bundled day rate or not.
- **QA training schedule** – added dates for "Understanding Documentation trainings"

Christina Kubojiri

- **MAA (D/O only)** – implementation plan is being worked on for July 1st
 - State to clarify and train. No changes as of yet.
 - State was sent training guides and models from LA county that they will hopefully incorporate
 - New MAA codes will include: MAA-claimable and MAA-non claimable. Hopefully more clarification to come as DMH was also a bit confused with the information available thus far
- **Service Request Log:**
 - Questions were added to incorporate the Universal Screening elements
 - They are working on a universal screening element script
 - An appt should be given even if not an immediate date (schedule or refer out). Should not just tell clients you may get a call back within a few weeks to follow up.
 - Send SRTS referrals, do not just provide other agency contact information to clients
- **IHBIS:**
 - Practitioner Maintenance – contract agencies
 - PRM - wrong info is being entered or it's wrong on the back end
 - There is a need for Education/training for contractors
 - Discipline field
 - The discipline controls user usage
 - MSW intern needs to be given discipline of MSW and not OMH. They are still acting within social worker capacity as an intern.
 - When staff is under multiple agencies – any relevant change for staff will change their usage role across multiple agencies.
 - D/O Meaningful Use:
 - Client access to information and treatment à presents culture change
 - Working on ways of seeing through the “meaningful use” piece of IHBIS implementation
- **Excluded Diagnosis discussion:**
 - DMH is addressing the state to petition to include 3 diagnosis on the Medi-Cal included list:
 - Schizophrenia Other
 - Reactive Attachment D/O (specific one)
 - Bipolar (a specified one – maybe hypomanic)
 - Agencies discussed how their systems attempt to check for non-included dx being assigned mistakenly by staff.
 - Some had capability for a “pop up” message to occur
 - Block claiming for expired CTPs

	<ul style="list-style-type: none"> ○ Specialty MH Definition discussion: <ul style="list-style-type: none"> ▪ Ex: There is the notion that adjustment diagnosis should not be used and NOS/unspecifieds should only be for 6 month increments then changed accordingly <ul style="list-style-type: none"> • Not an actual guideline per Jen Hallman, BUT might have become an unofficial rule as result of auditor controller feedback over time. Most agencies are using these codes conservatively or discouraging it. 		
	<ul style="list-style-type: none"> • <u>QUESTIONS</u> • How are agencies to track clients who are receiving services from agencies/entities that have already gone live in IHBS? They would not show up in the I.S. system any longer? • There is a need for MHSIP surveys to be printed/translated into Korean. There is agency request for Korean MHSIP surveys. 		

Next Meeting: June 21, 2016; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted


 Christina Kubojiri, LMFT – Clinical QA Coordinator, Children's
 Institute, Inc.
 SAA Co-Chair